GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:83
ANSWERED ON:27.07.2015
E-Catering
Singh Shri Kirti Vardhan;Singh Shri Kunwar Haribansh

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways propose to introduce the online booking of cabs and porters by the passengers at their destination stations and if so, the details thereof;

(b) the number of stations, zone-wise likely to be covered in the first phase;

(c) whether the Railways have introduced e-catering service, if so, the details of the train including premium and superfast trains in which such facility is available and those in which it is likely to be provided in near future; and

(d) the other steps taken/being taken by the Railways to make available a range of quality food items at economical rates?

Answer

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO.83 BY SHRI KIRTI VARDHAN SINGH AND KUNWAR HARIBANSH SINGH TO BE ANSWERED IN LOK SABHA ON 27.07.2015 REGARDING E-CATERING

(a) & (b): Indian Railway Catering and Tourism Corporation (IRCTC) has started online booking of cabs and porters on 21 railway stations and online booking of cab services only at 5 more railway stations. The zone − wise details of stations is Appended.

(c): E-catering service has been started by Indian Railway Catering and Tourism Corporation (IRCTC) on pilot basis for one year in trains without pantry car. Passengers can book their choice of meals through e-catering website as well as through phone and SMS. At present, E-catering services are provided on 1482 trains running without pantry cars and trains which do not have Train Side Vending (TSV) services.

(d): Steps taken/being taken by the railways to serve quality and hygienic food at reasonable and affordable rates include notification of Menu and tariff for standard meals, breakfast, and tea/coffee for Mail/Express trains by Railway Board. Zonal Railways have also been given the authority to design and fix recipes, menu and tariff of variety of a-la-carte items like Chole Bhature, Rajmah Chawal, Kulcha Chole, Lemon rice, Dhokla, Poha, Idli-Vada, Upma-Vada & Pongal−Vada, Sambhar-Vada etc to be sold as per local taste. Further steps to provide economical hygienic food include setting up of Jan-ahaar outlets for sale of Janta Meals and low cost affordable regional cuisine. Janta Meals and low cost affordable regional cuisine are also being provided through e-catering service.
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